Line Sharing



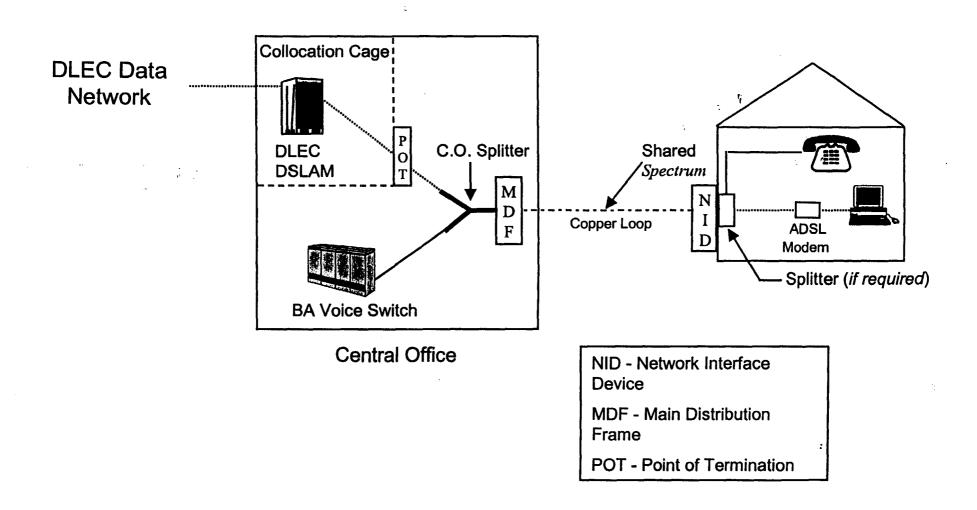


Line Sharing Issues

- Architecture
- Engineering
- FCC requirements
- Offering
- Implementation
- OSS
- Order Process Flow
- Collocation Project Management
- Comparison to DSL provisioning

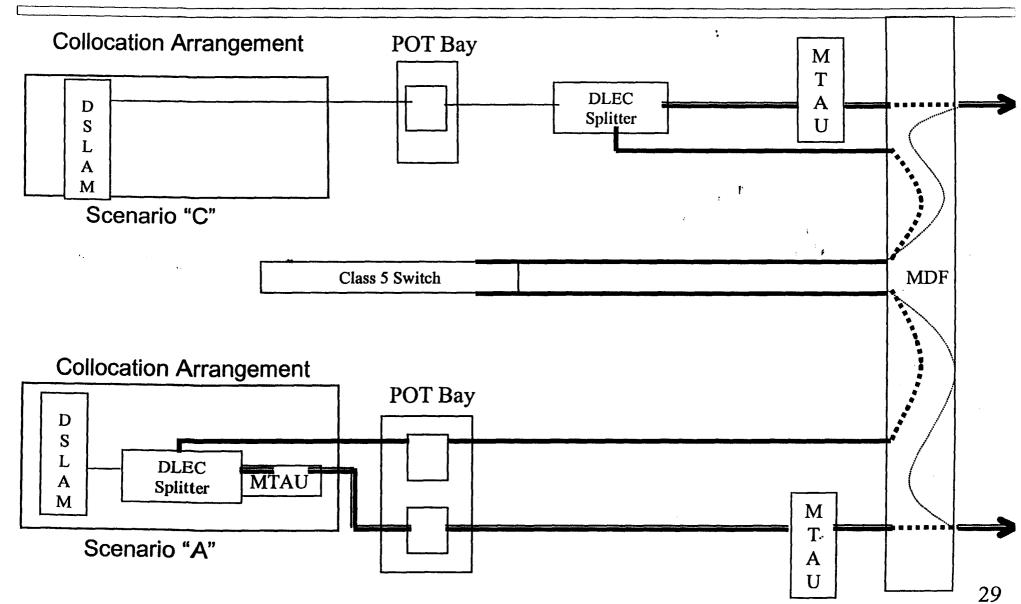
Line Sharing Architecture





Line Sharing Central Office Configuration





Line Sharing FCC Requirements



- ILECs must unbundle the high frequency portion of those loops on which they provide the voice service.
- The line sharing obligation does not apply to situations in which the ILEC is not providing the voice service.
- CLECs are only permitted to deploy xDSL technology that is compatible with the ILECs' analog voice service.
- Any conditioning of the loop to accommodate line sharing must not significantly degrade the voice service.
- The ILEC must give the CLEC test access to the shared loop facility.

Line Sharing Offering



- Line sharing is available via interconnection agreements.
- CLECs have two options for placement of the splitter.
- Verizon has received very few line sharing orders from unaffiliated CLECs.

Line Sharing Implementation



- Verizon developed its line sharing offering with input from its customers the CLECs.
 - Verizon participated in line sharing collaboratives that involved CLECs and state commission staffs.
 - Verizon hosted line sharing trials.
- Verizon has increased its workforce to accommodate line sharing orders.
 - Verizon has developed forecasts of demand using CLEC input.
 - Verizon has increased staff in 2 xDSL/line sharing centers.

Line Sharing OSS



- Verizon has upgraded its systems to enable CLECs to submit line sharing orders electronically.
- Once Verizon receives a CLEC's line sharing order, it generates both a retail and wholesale order in its systems.

Line Sharing Order Process Flow



- Pre Order (same as stand-alone DSL)
 - CLEC may perform Loop Qualification
- Order (same as stand-alone DSL)
 - CLEC submits LSR
 - Loop qualification status noted on LSR or
 - Loop qualification or full loop makeup request
 - Verizon reviews LSR
 - Queries CLEC if corrections are required
 - Provides confirmation, order date and forwards to Provisioning if ok

Line Sharing Order Process Flow



Provisioning

- Order proceeds through Verizon systems for inventory, assignment, activation and dispatch function.
- Central Office dispatch for wiring and field technician (if required) dispatch
- Testing by Verizon completed
- CLEC notified of status of order (Due date +1)
- Order updated and sent to billing process

Loop Repair Overview





Simplified Repair Process

End user has service problem

Trouble reported to VZ

VZ issues trouble ticket Local force addresses ticket

Ticket closed to CLEC

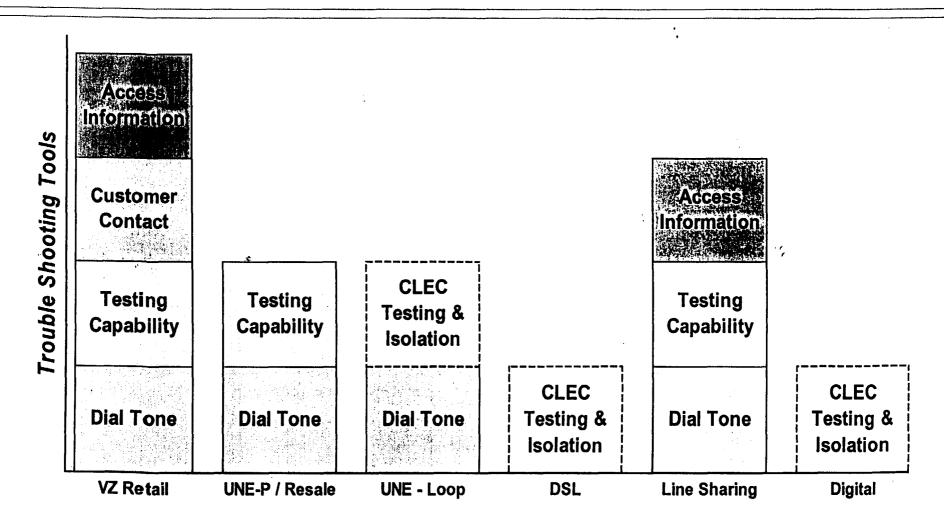
CLEC decides next steps

- •End User contacts
 CLEC stating that their service is not working properly
- •CLEC isolates trouble to either the CLEC or VZ network
- •If trouble identified in VZ network, CLEC advises VZ RCMC of trouble condition
- •CLEC should be providing all necessary information to the RCMC (Access, test, dispatch decision (in / out))
- •RCMC issues VZ trouble ticket, providing CLEC with estimated clear time (appointment) based on local retail offering
- RCMC routes trouble based on CLEC direction

- •Ticket flows to appropriate WFA system (in / out) for dispatch as per CLEC
- •VZ
 technician
 investigates
 trouble, either
 clearing or
 finding OK,
 updating
 ticket with
 findings
- •VZ advises CLEC of trouble disposition (Trouble cleared or NTF in VZ network or trouble in opposite direction)
- •CLEC determines whether additional action required, advising VZ if necessary
- •If OK, CLEC closes to end user



Maintenance Variables



Complexity of Service



CLEC Maintenance Issues

- Loop Testing
- Weekend appointments
 - Rejecting weekend offering skews Mean Time To Repair and Missed Repair Appointment measures
- Misdirected trouble report
 - High No Trouble Found rate leads to frustration on both sides
 - Potential access problems
 - Wastes resources and time
- Acceptance of loops not DSL-capable
 - Skews maintenance results

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Transaction ID 001
                Local Service Request
Title
CCNA
                AKJ
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                ACI2000151772
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                EP20000930062354
LSRNO
                617-013-3833
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Transaction ID 002
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REMARKS

ADSL-R/LOOP IS PREQUALIFIED.

Transaction ID 002

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End-User Information

DATE

10/02/00

PAGE

2

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REMARKS

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Transaction ID 002

Title

End-User Information

DATE

10/02/00

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Failed

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BILSTREET

BCITY

BILSTATE

BILZIP

BILLCON

INIT

INITTELNO ALTIMPCON

TECH TEST CTR

ALT IMPCON TEL NO

REMARKS

ADSL-R LOOP PRE-QUAL FAILED, PLEASE PROCESS MANUALLY.

Transaction ID 002

DATE

10/02/00

PAGE Title End-User Information CLECCUSTNAME SANO SASN FLOOR CUSTUNITTYP 19 CUSTUNITVAL NWTN EUCITY EUSTATE MA EUZIP 02159 LCON LCTELNUM Transaction ID 003 Title Loop Service LQTY 1 SVGTYP G Group Name ECCKT -----CKR 388179 N LNA ECCKT 1 NW01H CABLE ID CHAN/PAIR 00172

End Group Name ECCKT -----

LOOPQUAL R

SVGTYP

G

TISOC

Digital Unbundled Loop Service Qualification Form

Date Created: 05/02/2000 08:25:53 AM

Section 1 - FILLED OUT BY TISOC

TISOC Rep Name: BRIAN BIRD

CLICK HERE WHEN COMPLETED WITH LOR WORKED

Date sent to the LQC: 05/02/2000 08:29:58 AM

| CLEC Name: FAILED COVAD | PON #: 375133 | Order Number(s): | Serving Wire Center: NEWTON | LSO: 617 244 |
|-------------------------|-----------------|------------------|--------------------------------|----------------|
| End User Name: | Tel Number: NEW | Address: 825 | State: | Circuit ID(s): |

Tel Number: 800-227-0660

BEACON HILL LOOP, WTN BEACON, FLR 2, 67,ARDU,111917,,N E 617-630-1577 SUIT 19, NEW, MA

CLEC Billing
Informatiom
CLEC Billing Name: Contact: Contact TN: Address:

| 2 Wire Digital Loop ISDN Qualified 2W Digital Loop-ISDN Qualified, 18-30kft, <6kf BT AQDU AQD | <u></u> | | | | |
|--|--|--|--------------------------------------|--|--|
| TXSU Without Electronics = Total Teach) DYVU (DLC = NO) (Without Electronics = Total Teach) DYVU (DLC = NO) (With Electronics = Total Teach) DYVU (DLC = NO) (With Electronics = Total Teach) AQDU 2 Wire Digital Loop - HDSL Qualified AQDU AQDU | TYPE OF DIGITAL LOOP | DDL - Available Options | Informational Only -Service Code | | |
| TXSU (Without Electronics = Total Teach) DYVU (BLC = NO) (With Electronics = Total Teach) DYVU 2 Wire Digital Loop - HDSL Qualified AQDU AQDU AQDU 4 Wire digital Loop - HDSL Qualified AQDU AQDU | 2 Wire Digital Loop ISDN Qualified | | | | |
| TXSU Without Electronics = Iotal leach, DYVU (DLC = NO) (With Electronics = Total Teach) AQDU ARDU ARD | | | 1 | | |
| 18-30kft, < 6kf BT DYVU | 2:1:1010013:NA. | TXSU | | | |
| Qualified AQDU ARDU | | TRIAL ESCANAGE | | | |
| 2 Wire Digital Loop - HDSL Qualified AQDU AQDU 4 Wire digital Loop - HDSL Qualified AQDU ARDU A | 18-30kft, < 6kf BT | | \ | | |
| AQDU | To the second se | DYVU | | | |
| AQDU ARDU | | T ASTANCE ANTAGETAN | AQDU | | |
| AQDU 4 Wire digital Loop -HDSL Qualified AQDU ARDU | Qualified | | | | |
| AQDU 4 Wire digital Loop -HDSL Qualified AQDU AQDU AQDU AQDU 4W met. 0 -12 kf, 24g {9kf 26g} 2.5 kf BT ARDU 2 Wire Digital Loop - ADSL C Qualified ARDU | | | 1 | | |
| AQDU ARDU | | AQDU | < 2.5 kf BT (HDSL) | | |
| AQDU AQDU AQDU AQDU AQDU ARDU | | | | | |
| AQDU 2 Wire Digital Loop - ADSL C Qualified ARDU ARDU ARDU 2 Wire Digital Loop -ADSL R Qualified ARDU | 4 Wire digital Loop -HDSL Qualified | Escribixe Englightatia | AQDU | | |
| AQDU 2 Wire Digital Loop - ADSL C Qualified ARDU ARDU ARDU 2 Wire Digital Loop -ADSL R Qualified ARDU | | | 4W met. 0 -12 kf, 24g {9kf 26g} | | |
| Qualified ARDU ARDU 2 Wire Digital Loop -ADSL R Qualified ARDU ARDU ARDU ARDU ARDU ARDU ARDU 2 Wire Digital Designed Metallic Loop 18-30 KFT HMXU ARDU ARD | AQDU | AQDU | | | |
| ARDU 2 Wire Digital Loop -ADSL R Qualified ARDU ARDU 2 Wire Digital Designed Metallic Loop 18-30 KFT HMXU Wire Digital M Loop-ISDN Qualified DYVU-XELU9 Including BT, 6kf BT ARDU 2 Wire Digital M loop ISDN qualified is a design service, requires LMU. Note: This service will work over UDLC or copper loops < 18kft, < 6kft BT, non-loaded facilities. Requires LMU. | 2 Wire Digital Loop - ADSL C | | ARDU | | |
| ARDU 2 Wire Digital Loop -ADSL R Qualified ARDU ARDU ARDU State Digital Designed Metallic Loop 18-30 KFT HMXU 2 Wire Digital M Loop-ISDN Qualified DYVU-XELU9 ARDU ARDU State Digital M loop ISDN qualified is a design service, requires LMU. Note: This service will work over UDLC or copper loops <18kft, <6kft BT, non-loaded facilities. Requires LMU. | Qualified | | < 12kf non-loaded copper loop | | |
| ARDU 2 Wire Digital Loop -ADSL-R Qualified ARDU ARD | | | including BT, 6kf BT | | |
| 2 Wire Digital Loop -ADSL R Qualified ARDU ARDU 2 Wire Digital Designed Metallic Loop 18-30 KFT HMXU 2 Wire Digital M Loop-ISDN Qualified DYVU DYVU ARDU 4 18kf non-loaded copper loop including BT, 6kf BT HMXU 2 Wire Digital M loop ISDN qualified is a design service, requires LMU. Note: This service will work over UDLC or copper loops < 18kft, < 6kft BT, non-loaded facilities. Requires LMU. | | ARDU | j | | |
| Qualified ARDU ARDU 2 Wire Digital Designed Metallic Loop 18-30 KFT HMXU 2 Wire Digital M Loop-ISDN Qualified DYVU-XELU9 ARDU 2 Wire Digital M loop ISDN qualified is a design service, requires LMU. Note: This service will work over UDLC or copper loops < 18kft, < 6kft BT, non-loaded facilities. Requires LMU. | ARDU | | | | |
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| 2 Wire Digital Designed Metallic Loop 18-30 KFT HMXU HMXU 2 Wire Digital M Loop-ISDN Qualified DYVU-XELU9 DYVU-XELU9 HMXU 2 Wire Digital M loop ISDN qualified is a design service, requires LMU. Note: This service will work over UDLC or copper loops <18kft, <6kft BT, non-loaded facilities. Requires LMU. | 200 m | ARDU | | | |
| HMXU 2 Wire Digital M Loop-ISDN Qualified DYVU-XELU9 DYVU-XELU9 HMXU 2 Wire Digital M loop ISDN qualified is a design service, requires LMU. Note: This service will work over UDLC or copper loops <18kft, < 6kft BT, non-loaded facilities. Requires LMU. | ARDU | | | | |
| HMXU 2 Wire Digital M Loop-ISDN Qualified DYVU-XELU9 DYVU-XELU9 HMXU 2 Wire Digital M loop ISDN qualified is a design service, requires LMU. Note: This service will work over UDLC or copper loops <18kft, < 6kft BT, non-loaded facilities. Requires LMU. | 2 Wire Digital Designed Metallic | | HMXU | | |
| 2 Wire Digital M Loop-ISDN Qualified N/A 2 Wire Digital M loop ISDN qualified is a design service, requires LMU. Note: This service will work over UDLC or copper loops <18kft, < 6kft BT, non-loaded facilities. Requires LMU. | Loop 18-30 KFT | A Section of the sect | | | |
| 2 Wire Digital M Loop-ISDN Qualified N/A 2 Wire Digital M loop ISDN qualified is a design service, requires LMU. Note: This service will work over UDLC or copper loops <18kft, < 6kft BT, non-loaded facilities. Requires LMU. | | | | | |
| 2 Wire Digital M Loop-ISDN Qualified N/A 2 Wire Digital M loop ISDN qualified is a design service, requires LMU. Note: This service will work over UDLC or copper loops <18kft, < 6kft BT, non-loaded facilities. Requires LMU. | | | | | |
| DYVU-XELU9 DYVU-XELU9 DYVU-XELU9 is a design service, requires LMU. Note: This service will work over UDLC or copper loops < 18kft, < 6kft BT, non-loaded facilities. Requires LMU. | НМХИ | HMXU | | | |
| DYVU-XELU9 DYVU-XELU9 DYVU-XELU9 is a design service, requires LMU. Note: This service will work over UDLC or copper loops < 18kft, < 6kft BT, non-loaded facilities. Requires LMU. | 2 Wire Digital M Loop-ISDN | N/A | 2 Wire Digital M loop ISDN qualified | | |
| DYVU-XELU9 DYVU-XELU9 Note: This service will work over UDLC or copper loops <18kft, < 6kft BT, non-loaded facilities. Requires LMU. | Qualified | | | | |
| DYVU-XELU9 UDLC or copper loops <18kft, < 6kft BT, non-loaded facilities. Requires LMU. | | | | | |
| DYVU 6kft BT, non-loaded facilities. Requires LMU. | | | Note: This service will work over | | |
| DYVU 6kft BT, non-loaded facilities. Requires LMU. | | DYVU-XELU9 | UDLC or copper loops < 18kft. < | | |
| Requires LMU. | DYVU | | | | |
| | | | | | |
| | | New Service Offering 05/30/2000 | | | |

| 2 Wire Very Low-Band Class 1-DSL | | HMXU |
|----------------------------------|-------------------------------------|--|
| | | |
| 1-D2L | | < 18kf non-loaded copper loop |
| | | including BT, 6kf BT |
| HMXU | | Note: Service is compatible in the same binder group with a T1 |
| | HMXU | XQLA9 = Loop includes BT XQLB9 = 0 BT |
| 2 Wire Low-Band Class 2-DSL | | HMXU |
| | | <18kf non-loaded copper loop including BT, 6kf BT or <12kf non-loaded copper loop, 0 |
| | | BT BT |
| нмхи | нмхи | Note: Service is compatible in the same binder group with a T1 |
| | | XQLD9 = Loop Includes BT XQLE9 = 0 BT |
| | Sharing will be Implemented on 06/0 | |
| Line Sharing ADSL-C Chack tere. | i⊒rittoorf.comie. | SWXX 12kf non-loaded copper loop including BT, 6kf BT |
| Note: TISOC must provide | | Note: CLECs will be utilizing retail Bell |
| Telephone number. | | Atlantic POTS line to provision DSL |
| , | swxx | services. Facility Mods are not available |
| SWXX | | for Line Sharing. |
| Line Sharing ADSL-R | | SWXX |
| | a_natioved-residing | < 18kf non-loaded copper loop including BT, 6kf BT |
| Note: TISOC must provide | | Note: CLECs will be utilizing retail Bell |
| Telephone number. | | Atlantic POTS line to provision DSL |
| swxx | swxx | services. Facility Mods are not available for Line Sharing. |
| Request Cost For Special | | |
| Construction | | |
| | | |

Section 2 - FILLED OUT BY LQC LQC Name: KAREN Telephone Number: 800-338-9298

| MLT or Actual Loop Length | 18200 KFT | Type Of Facilities: | L vac bin bin in the control of the |
|---------------------------|-----------|---------------------|---|
| | | | |
| | | | |





Spare Facilities:







Other Specify - MLT-18200, NO COUNT MAKE UP F1 FOR TMU, COULD THIS BE SHORTER?

Select Here to Complete order (used for reports only)

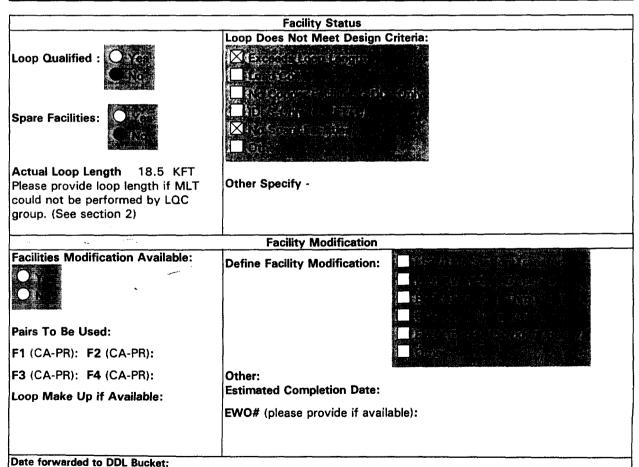


| Date Returned To TISOC: | Date Sent To FMC: |
|-------------------------------------|--------------------------------|
| FMC Contact Name: LAWRENCE WILLIAMS | Telephone Number: 617-673-9076 |

Note: If DDL available options box has been selected, forward the request to the FMC for further review.

Section 3- FILLED OUT BY FMC

FMC Contact That Worked On LQR: Larry Williams Telephone Number: 617-673-9076



Status: Inquiry Complete

Status: O



Remarks:Loop too long, and no qualified spares., By Lawrence Williams, 05/02/2000 10:03:03 AM





Sent to LQC By Brian Y. Bird 05-02-2000 08:29:58 AM
Received By LQC By KAREN L. ARNOLD 05/02/2000 08:42:35 AM
Sent to FMC By KAREN L. ARNOLD 05/02/2000 09:17:17 AM
Inquiry Complete By Lawrence Williams 05/02/2000 10:03:03 AM
Inquiry Complete By Brian Y. Bird 05-03-2000 08:42:13 AM

Inquiry Complete Date: 05/03/2000 08:42:13 AM

